

2779972

Registered provider: Empower Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is part of a private organisation and offers care for up to three children. The provider states in the home's statement of purpose that care is provided for children with social, emotional and learning difficulties. At the time of this inspection, one child was living in the home.

The manager was registered with Ofsted in February 2025.

Inspection dates: 2 and 3 July 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 9 July 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

One child has recently been supported to move back home with their family having made positive progress since arriving at the home. The move was well planned to help ensure its success. Staff were flexible and adapted the plan as the child's expressed wishes changed and they wanted to move home sooner than planned. Staff had supported the child to attend fulltime education and learn valuable life skills to promote their independence. Staff take pride in what the child achieved during their time in the home and remain in contact with them. A parent said that staff supported the move well and their child 'loved' living in the home.

A new child has been welcomed into the home. Staff were quick to build trusted relationships with the child which helped the child to quickly feel settled. Staff spend time with the child listening to them to develop an in-depth understanding of their wishes and needs.

Staff work hard to improve the child's health and emotional well-being. For example, staff identified through conversations with the child that they would benefit from some professional support to help with the loss the child had recently experienced. As this was taking time to arrange through the local authority, leaders and managers agreed to privately fund a 12-week package of counselling for the child to quickly provide the therapy they needed.

The child has been helped to set up a car cleaning and valet service, which supports the child's expressed aspirations for their future career. The child created posters for his business and a full price list. Staff from other homes bring their cars along to the home and get a full car wash experience from the child. They commented that the child does a great job and gets a lot of pride and enjoyment from his work.

Staff support and encourage the child to take part in, and enjoy, a range of activities. Staff encourage the child to explore new interests and take part in new experiences to support their development. Staff promote this, understanding the positive impact that this can have on the child's emotional well-being. Staff sometimes take the child's friends with them on activities and invite them to have sleepovers in the home knowing this further enhances the experience for the child.

How well children and young people are helped and protected: good

Clear boundaries are set to support the child's needs, keep them safe and encourage positive behaviour. Staff ensure that they all maintain the important boundaries to provide consistency to the child and help protect them from harm. Staff know when the child needs support and when they need to respect the child's privacy and personal space. When incidents occur inside or outside of the home staff respond promptly and effectively to protect the child and support them to manage their own behaviour safely.

When a child has made a complaint, they are listened to, and their complaint is thoroughly investigated, and the child is given a response that is timely child friendly and addresses their concerns.

Restraint has been used to safeguard the child from harming themselves or others and causing damage to the property. Records were detailed and clearly described what led to the incident and the de-escalation techniques staff used prior to using physical intervention. There was good and effective managerial oversight and evaluation. Lessons learned are shared, identified shortfalls in practice addressed and additional training sourced to help staff improve their knowledge and skills. The records evidence that physical intervention was proportionate and only used as a last resort and for a minimal amount of time. When damage has been caused to the property this has been instantly repaired by the home's maintenance staff so that the home remains safe and homely for the child.

Staff follow a clear protocol when the child goes missing from the home. Staff take prompt action to implement a well-coordinated response to help protect the child, reduce their risk of harm and ensure a safe return home. Due to staff actions, the child was supported to return home very quickly on the only time they have gone missing. The child's family and relevant professionals are informed in a timely manner. Records are of a good standard, with good managerial oversight. There is a thorough, reflective debrief with the staff involved and an in-depth conversation with the child to seek their views and feelings around the incident.

Staff help the child to safely attend school trips when required. If support is requested by school staff for the child to take part, staff will attend the event but stay in the background, so that they are close by and can be called upon in the event of the child being involved in an adverse incident. This helps to keep the child safe and promotes their right to attend the trips. A professional from the school commented that staff do everything they can for the child and go above and beyond.

The effectiveness of leaders and managers: good

Leaders and managers have had a positive impact and provided staff with the structure and support that had previously been lacking. Staff said that they welcomed and value this and are happy and content in their roles. The managers have set out their vision for the home and have been influential in quickly creating a culture of focusing on children's aspirations and helping them to make progress from their starting points.

Managers take time to listen to the child, respect their wishes and involve the child in everything they do and the decisions they make. The child's voice shines through in their records and is used to inform staff practice.

Staff report that they enjoy their role, and they are trained, supported and receive formal and informal supervision sessions. Staff are clear on the management structure within the organisation. Staff know the child well. They spoke with passion about their

role and were able to explain clearly how they carry out bespoke work to improve the lives of the children they support.

The home is adequately staffed to care for the child in home. Managers have well-considered plans for filling vacancies when they arise. Managers follow a robust safe recruitment process to ensure that staff are safe to work with vulnerable children. New staff are welcomed to the home, receive good support and complete comprehensive training during their probation period to fully prepare them for their role.

Managers work proactively with external agencies and have developed positive, effective relationships with professionals. Managers and staff advocate for the child and challenge agencies when poor practice is identified, to ensure that the child's rights are upheld and their needs met. This helps to ensure that positive outcomes are achieved. A social worker stated that the home's managers are fantastic to work with and are outstandingly nurturing, creative and resilient in their approach in supporting the child.

No requirements or recommendations have been raised at this inspection.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to The Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2779972

Provision sub-type: Children's home

Registered provider: Empower Residential Limited

Registered provider address: Unit 2, Prockters Farm, West Monkton, Taunton, Somerset TA2 8QN

Responsible individual: Simon Morton

Registered manager: Katie Bennett

Inspector

Gary Turney, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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